



# City of Bloomington

October 25, 2018

MEDICA®

# Maximizing Your Medica Benefits

- **Care Options**
- **Pharmacy Benefits**
- **Hearing Health**
- **Employee Assistance Program (EAP)**
- **Wellness Benefits**
  - Fit Choices
  - Healthy Savings
  - My Health Rewards
- **Member Resources**

# KNOW YOUR CARE OPTIONS | Cost Differences



**LOW COST**

**HIGH COST**

**FREE**

CallLink Nurse Line

**\$**

Virtual care  
E-visits  
Convenience care  
Retail clinics

**\$\$**

Office visit

**\$\$\$**

Urgent care

**\$\$\$\$**

Emergency room

# VIRTUAL CARE OPTIONS\* | Convenient And Cost Effective Online Treatment

CLINIC-BASED	AMWELL	VIRTUWELL
Many clinics offer virtual care, online care or e-visits	24/7 online clinic available in every state Includes coverage for medical and behavioral health care services	24/7 online clinic available in select states
Prices vary	Medical: Each visit is \$49 or less Behavioral health: Price varies by type of service	Medical: Each visit is \$49 or less
Check with your clinic to see if they offer virtual care and how you can connect with your provider online	Mobile, web and phone visits with a board-certified doctor	Online visits with a certified nurse practitioner
Clinic's website	Amwell.com	Virtuwell.com

\*Virtual care options can vary by your plan's network. Check care options at [medica.com/findadoctor](https://medica.com/findadoctor).

# NEW FOR 2019 | Virtual Care Attestation

 READ MORE



Register with Telemedicine

## Take advantage of convenient telemedicine.

Your medical plan offers convenient access to clinical care for many of the most common ailments. The telemedicine vendor varies based on which medical carrier you select. Please see the information below on where to go to access more information and follow the instructions to register. Then be sure to contact your telemedicine provider when you need care but don't have time for an in-person visit. Once you've registered, check the box below to earn your dollars.

☐ I have registered with a telemedicine provider.

CONTINUE

**Virtual Care Attestation:** Rewards 25 points for accessing care through a virtual care provider.





# Medica CallLink<sup>®</sup> Nurse Line

Medica CallLink® connects you with advisors and nurses around the clock. When you call, you'll receive trusted answers, information and support for a wide range of health concerns. More good news? This service is available at no additional cost to you, as part of your health plan

## CONNECT WITH CALLINK

Get answers to your health-related questions:

- Learn more about a diagnosis
- Decide what type of care meets your needs
- Understand symptoms and treatment options
- Create a plan for adding healthy habits to your routine
- Understand how to take medications safely and effectively
- Find a doctor or hospital and schedule an appointment
- Get information about preventive screenings services like health screenings and immunizations

## LISTEN TO HEALTH AND WELLNESS TOPICS

You can also call CallLink to access an audio library with more than 1,100 messages on a variety of health and wellness topics.

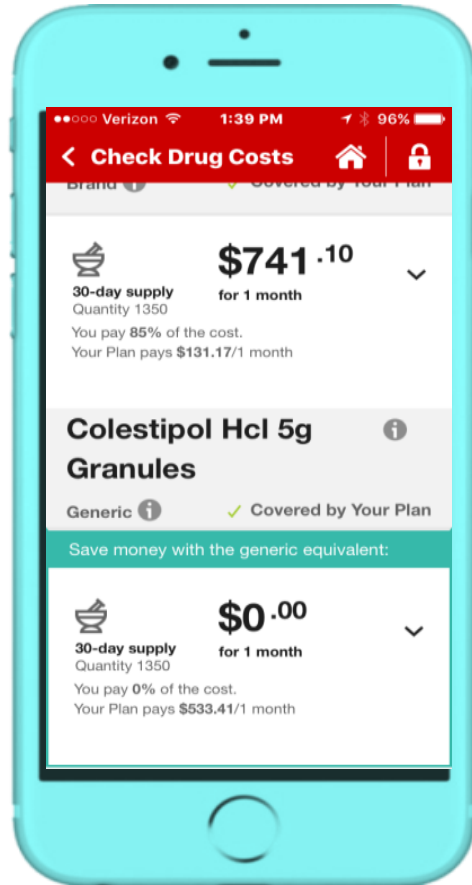




# PHARMACY BENEFITS

# PHARMACY BENEFITS | Pharmacy Resources on the Go

Mobile application makes it easy to manage prescription benefits on the go: check drug costs, locate pharmacies and even view prescription drug history



## Check Drug Cost tool

Find out if your drug is covered and where to get the lowest cost. You'll also learn about possible lower-cost



## Pharmacy Locator tool

Search an extensive list of all retail pharmacies in your plan and find the most convenient locations. You are not limited to using CVS Pharmacy™\*.



## Temporary ID card

Can't find your ID card? We've got you covered. Print a temporary Medica prescription ID card so you can pick up your prescriptions right away.

# PHARMACY BENEFITS | Filling Prescriptions

## 90-day refill option

- Up to 3-month supply per refill
- You may pay three copays for a three-month supply at participating pharmacies
- Online ordering is available from many pharmacies

## Mail order

- Medications delivered to your home
- Up to three-month supply
- Copays and coinsurance apply



## Specialty medications:

- Defined as self-injectable, oral, high-tech or high cost
- For treatment of diseases requiring complex therapies
- May require special handling
- Most often prescribed by specialists

## Specialty drug vendor:

- Accredo specialty pharmacy





# AMPLIFON HEARING HEALTH

Discounts on hearing aids through amplifon hearing health care:

- Average savings of 25%
- A 60-day trial period with 100% money-back guarantee
- 1-year free follow-up care
- 2-year supply of free batteries (\$150 value)
- 3-year warranty



**CALL AMPLIFON AT 1-888-831-4388 TO TAKE ADVANTAGE OF THIS OFFER**



# EMPLOYEE ASSISTANCE PROGRAM

## Categories

- Adult/elder services
- Child/parenting services
- Chronic condition support services
- Convenience services
- Life learning
- Legal mediation services
- Communication resources
- Financial services
- Management critical incident response preparation and response
- Management consultation
- Training services

## Core services and benefits

- Specialists available 24/7 to talk about personal, financial or legal worries
- Three in-person counseling sessions covered at 100%
- Web-based information and education
- 30-minute legal consultation at no cost (in person or over the phone)
- Management support and consultation

**FOR 24/7 ASSISTANCE: 1-800-626-7944**

**STARTING  
A NEW JOB**

**GETTING MARRIED  
OR DIVORCED**

**BUYING A  
NEW HOME**

**WORK  
STRESS**

**HAVING  
CHILDREN**

**MOVING OR  
RELOCATION**

**FINANCIAL  
STRESS**

**RETURNING  
TO WORK**

**CHILDCARE OR  
ELDERCARE ISSUES**

**RETIREMENT  
ISSUES**



# HEALTH CLUB REIMBURSEMENT PROGRAM

Fit Choices<sup>sm</sup> by Medica

# HEALTH CLUB REIMBURSEMENT PROGRAM | Fit Choices<sup>SM</sup> by Medica



**\$20**

**8,000+**

CREDIT TOWARD MONTHLY DUES	HEALTH CLUBS TO CHOOSE FROM
----------------------------	-----------------------------



Check  
**medica.com**  
for more  
information

**MEDICA**<sup>®</sup>

Search our site

Shop Plans ▾ | For Members | For Employers ▾ | For Brokers ▾ | For Providers ▾

Health and Wellness

[« Return to previous page](#)

## Health Club Reimbursement Program

### Fit Choices<sup>SM</sup> by Medica

Ready to get fit, burn calories and save money? With Fit Choices<sup>SM</sup> by Medica, you can earn up to a \$20 credit each month toward your health club dues when you meet your monthly visit requirement at a participating health club.\* That's up to \$240 a year!

The payoff? Toned muscles, a slimmer waistline, reduced stress and a boost for your budget.

### Get Started

Participating in Fit Choices is simple:

- Locate a participating health club below.
- Visit the health club and present your Medica ID card.\*\*
- Work out at your club. The club tracks your visits and notifies Medica about your monthly visits.
- Meet your monthly visit requirement and receive up to a \$20 credit toward your monthly health club dues.



## Changes for 2019

- New or renewing groups after October 1<sup>st</sup> will be eligible to earn 2 rewards per Fitness Club membership\*.



\*Fully insured groups will move to this new structure on 10/1/2018.



# HEALTHY SAVINGS

# HEALTHY SAVINGS | Over \$840,000 Saved by All Medica Members



- Discounts on healthy foods – more than \$250 per month
- Qualified foods rated on nutrient density – top 35% of food groups
- Fresh produce fund (employer-funded)
- Healthy recipes and nutrition advice
- Freedom from clipping and/or printing coupons; all specials on card
- Notification of savings weekly via email
- Sent to commercial market subscribers within 30 miles of participating retailer
- First program of its kind in nation; in our market

**festival**  
foods

**L&B**  
LUNDS & BYERLYS

**Cub**  
FOODS

*Hornbacher's*

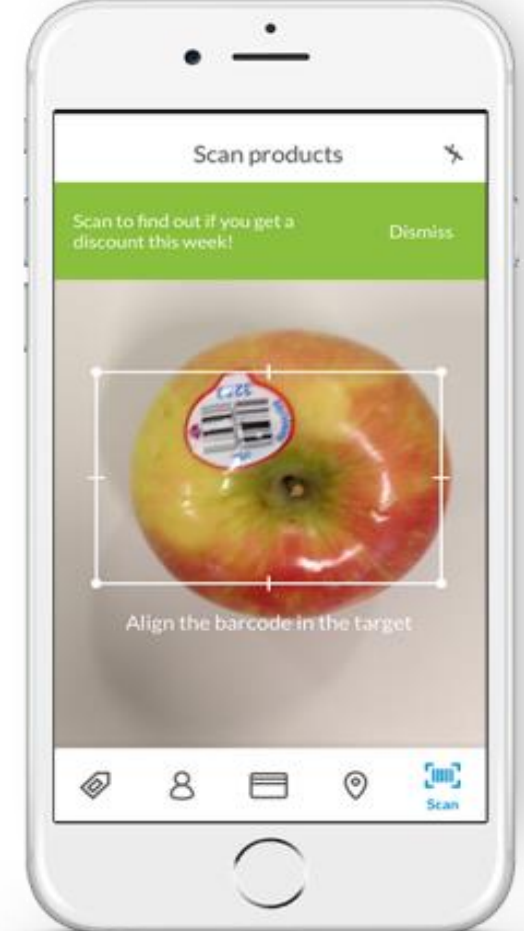
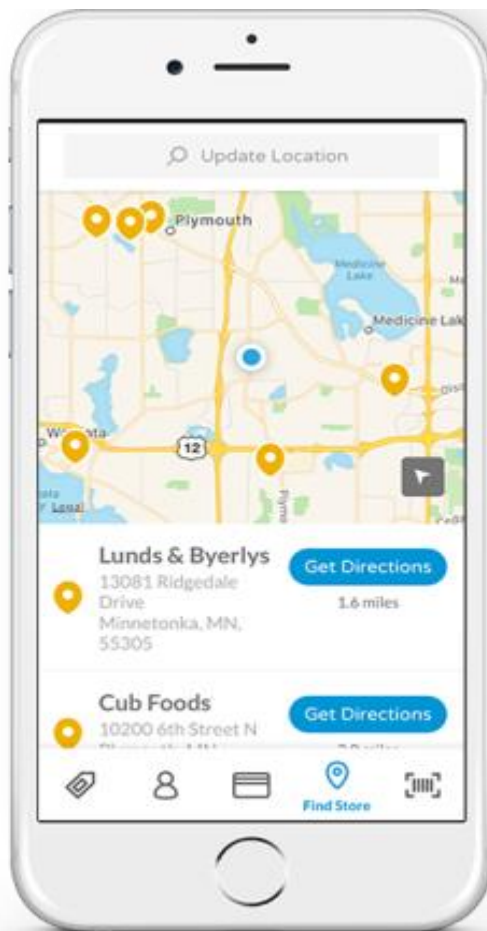


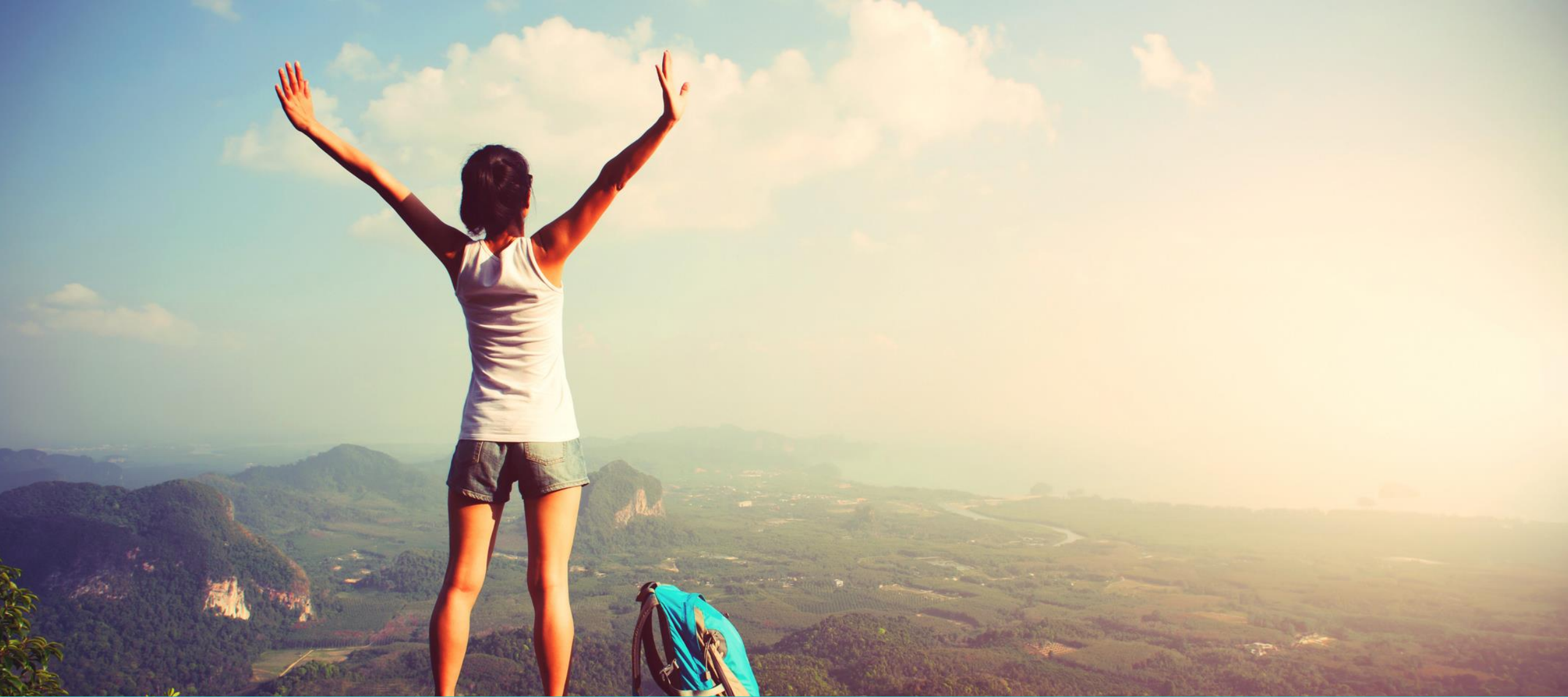
**COBORN'S**

**Walmart**



# HEALTHY SAVINGS | Mobile Application





**MY HEALTH REWARDS BY MEDICA®**

# MY HEALTH REWARDS BY MEDICA® | 2019

MY HEALTH REWARDS (STANDARD)							
ACTION	Compass™	Next Steps Consult™	Journeys™	Track™	Virtual Care Attestation	Monj	Care Support
POINTS PER ACTION	100	25	50 each	1 per day	25	25 for access, 1 per day	200 once per year (if identified)
HEALTH ACTION	Once per year	Once per year	Up to 300 per year	Up to 200 per year	Once per year	Up to 200 per year	

POINTS EARNED	100	200	300	400	500
REWARD	First \$20 gift-card	Second \$20 gift-card	Third \$20 gift-card	Fourth \$20 gift-card	Fifth \$20 gift-card

**MEMBERS 18 YEARS OLD + CAN EARN UP TO \$100 IN GIFT CARDS FUNDED BY MEDICA**

# MY HEALTH REWARDS BY MEDICA® | Online Health and Wellness Programs

mymedica.com

MEDICA®

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[Home](#) [Claims & Accounts](#) [Physicians & Facilities](#) [Pharmacies & Prescriptions](#) [Benefits & Coverage](#) [Health & Wellness](#)

Hello, Chris

**My Coverage:** Active 01/01/17  
[More Details](#)

**Clinic Name:** Fairview Health Network

**Group or Policy#:** 0054

**Member ID:** 8344

**Plan Details**


[Account Balances](#)


[Benefit Details](#)


**Deductible**  
\$3250 Individual  
\$6500 Family


**Out-of-Pocket Max**  
\$6500 Individual  
\$13000 Family


What would you like to do today?


 **View My Claims**


 **Look up My Benefits**


 **Find a Doctor**


 **Pharmacy Resources**

 **View Account Balances**

 **View ID Card**

 **Estimate Treatment Costs**

 **Look Up Health Topics**


 **Information Center**

**Information Center** [View All](#)

- [Flexible Spending Account](#)
- [Health Insurance for those not covered by employer](#)
- [Health Reimbursement Account](#)
- [If you renewed your medical coverage, did your plan or group number change?](#)
- [Understanding Your Plan: Member Tip Sheets](#)
- [Choosing a health plan](#)

**Related Websites**

- [Medica.com](#)
- [MainStreetMedica.com](#)

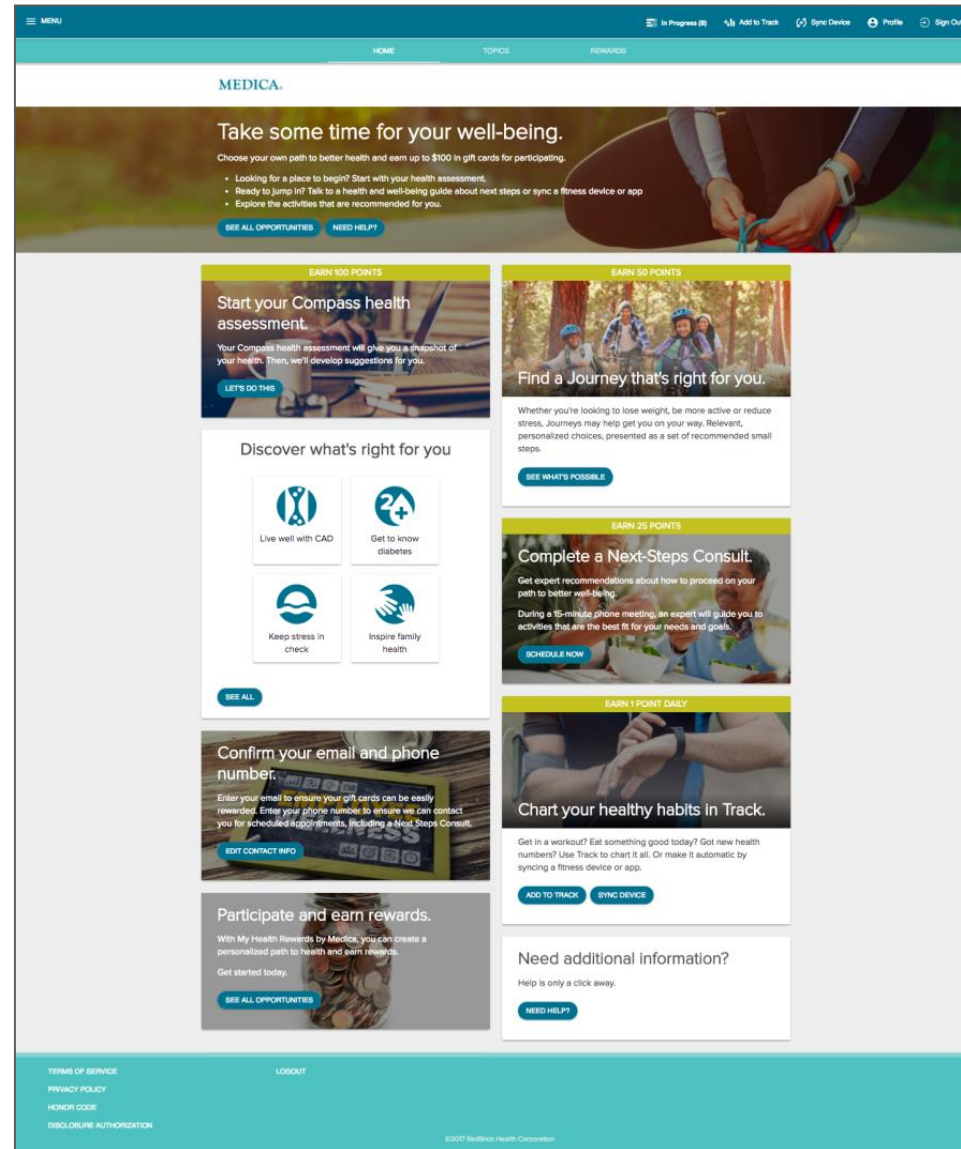
 **Ask a Nurse**  
Emergency? Dial 911

Registered nurses are available 24/7 to answer your health questions.

Chat [online now](#)

Call 1-800-962-9497


# MY HEALTH REWARDS BY MEDICA® | Personalized Homepage



# MY HEALTH REWARDS BY MEDICA® | Gift Card Redemption

REDEEM | CHECK STATUS | SHOP HALLMARK BUSINESS CONNECTIONS

MEDICA



HERE'S TO YOU

Time to pick your gift card.

Your award has been entered. Any more awards to enter? If not, select Next.

\$

What's your award number?

+

20

\$

82585E88F27E53BB1325053A084EAAAAC75E659FB2B

x

NEXT



# MEMBER RESOURCES



FIND OUT WHAT'S  
COVERED IN YOUR  
PLAN



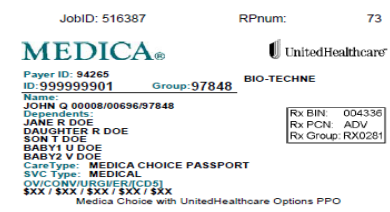
TRACK YOUR  
CLAIMS



CHECK TO SEE IF  
YOUR DOCTOR IS IN  
YOUR NETWORK



SEE WHICH DRUGS  
ARE COVERED



ORDER ID  
CARDS



VIEW ACCOUNT  
BALANCES

## mymedica.com

## MEDICA®

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### Site Login

Username

Password

Login

[Forgot your username or password?](#)


Need a username and password?


Get a username and password through our free registration process for people enrolled in Medica plans.

Register Now

You must be 13 or older to register

[Selecciones en Español](#)

(234k PDF) 



### Information Center

News

- [Flexible Spending Account](#)
- [Health Insurance for those not covered by employer](#)
- [Health Reimbursement Account](#)
- [If you renewed your medical coverage, did your plan or group number change?](#)
- [Stay healthy - fight the germs!](#)
- [Understanding Your Plan: Member Tip Sheets](#)

Learn More About

- [Health Insurance for those not covered by employer](#)
- [Choosing a health plan](#)
- [Getting the most value for your health care dollar](#)
- [Coordination of Benefits](#)
- [Health Savings Account](#)
- [Flexible Spending Account](#)
- [Health Reimbursement Account](#)

### Links and Tools

- [Find Physician or Facility](#)
- [Pharmacy Information](#)
- [Find a Form](#)
- [Find Mental Health Clinician](#)
- [Estimate Health Plan Costs](#)

### Common Questions

- [What browsers are supported?](#)
- [What are the benefits of registering and having a username and password?](#)
- [How do I register?](#)
- [Do I need to re-register if my group or policy number changes?](#)
- [What if I don't have my ID card?](#)

### Related Web Sites

- [Medica.com](#)

# PLAN ENROLLMENT | We're Here To Help

## Medica customer service:

- Monday - Friday, 7 a.m. - 8 p.m. CST (closed Thursdays, 8 a.m. - 9 a.m.)
- Saturday, 9 a.m. – 3 p.m.

## Call:

- 952-945-8000 or 1-800-952-3455
- TTY: 711

## Email:

- Visit [medica.com/contactmedica](https://medica.com/contactmedica)

